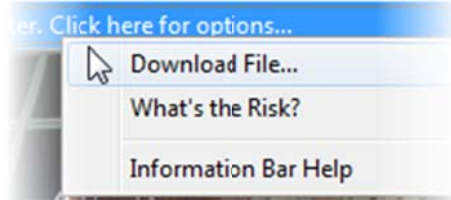# Installation Help

Please note that at this time, the TerraExplorer plug-in is only supported on Microsoft Windows operating systems. If you are not using Windows, the plug-in may not install properly. There are future plans to support other operating systems (i.e. Macintosh).

Due to internet security settings that may be present on your computer, there may be a few extra steps that need to be taken to install the plug-in:

1. After accepting the disclaimer, your web browser may provide a warning at the top of the web page similar to the following one:

   To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...

   a. Click the yellow warning bar and select the "Download File…" option to proceed.

   b. It is necessary to click the "Download TerraExplorer" button again and accept the disclaimer again.
   c. A window will popup asking whether you want to "run" or "save" the plug-in installation file. If the "Run" button is clicked, TerraExplorer will be downloaded and installed automatically. **Once installed, please refresh the web page to reveal the button to launch Virtual Fairfax.**
2. You may need to use an administrator login to complete the installation. Your operating system logon may not allow you the permission to install new applications. You may need to contact your system administrator if you are unsure how to access an administrator logon on your computer.